

Benefits

- Health, Dental and Life Insurance
- Virginia Retirement System Benefits
- Deferred Compensation Program
- 20 Flexible Leave Days Per Year
- 11 Paid Holidays Per Year
- Employee Assistance Program
- Flexible Spending Account (pre-tax dollars for medical and / or child care)
- Financial Assistance for Continuing Education Benefits

Roanoke County Emergency Communications Center

5925 Cove Rd
Roanoke, VA 24019

Non Emergency Number
(540) 562-3265

For more information about
becoming a Roanoke County
Emergency Communications
Officer
Contact:

Chief Communications
Officer

Pat Shumate
(540) 777-8656

pshumate@roanokecountyva.gov

Training Coordinator
Emily Totten
(540) 777-8661

etotten@roanokecountyva.gov

www.roanokecountyva.gov
Emergency Communications

Roanoke County Emergency Communications Center



Answering The Call

Roanoke County Communications Officers are the first point of contact for citizens during an emergency. Communications Officers answer up to twenty-nine emergency and non-emergency phone lines, analyze calls for the best way to handle them and then provide that information to the appropriate responders. The Communications Center receives and dispatches calls for Fire and Rescue and Police response. All Communications Officers are Emergency Medical Dispatch certified, which allows them to give medical instructions while rescue is en route.

Communications Officers must be able to multi-task and perform well under stress. The Roanoke County Emergency Communications Center is staffed 24 hours a day, 365 days a year with 37 Communications Officers.

New Communications Officers are trained on the job as well as through a basic academy. New Communications Officers have a probationary period of one year.



Qualifications

- High School Education or Equivalent
- Must be able to type at least 25 words per minute

Disqualifiers

- Conviction of any Felony
- Conviction of any crime involving turpitude (lying, cheating or stealing)
- Conviction of Class 1 Misdemeanor within the last 12 months
- Conviction of Driving Under the Influence, Refusal to Take Blood/Breath Test, Eluding Police or Racing
- Recent Use of Marijuana
- Any Use of Cocaine, LSD, PCP, Ecstasy or any other illegal drug
- Manufacturing or Distributing Illegal Drugs
- Dishonorable Discharge from the Military
- Unsatisfactory Work History

Selection Process

- Computerized Critical
- Personal Interview
- Vocational Suitability Assessment
- Background Investigation
- Polygraph Investigation
- Interview with the Chief Information Officer
- Psychological Examination (after Conditional Offer of Employment)
- Comprehensive Medical Examination (after Conditional Offer of Employment)



The Roanoke County Emergency Communications Center will select qualified individuals without regard to age, race, sex, religion, creed, national origin or disability.